Phase 4 Responsibilities

TACTICAL COMMUNICATIONS & CONFLICT RESOLUTION	FTO Initial	Trainee Initial
Tactical Communications		
Handling Disputes		
Civil Disputes		
Repossessions		

FIELD TRAINING PROGRAM COMPLETION/ATTESTATION FORM

Subject

FTO Initial	FTO Initial

FIELD TRAINING PROGRAM

Tactical Communications / Conflict Resolution

Legend

FTP-RG = Field Training Program Resource Guide
SB = California Peace Officers Legal Sourcebook
PM = RPD Policies and Procedures Manual
LD = POST Academy Learning Domain
CIM = Collision Investigation Manual

TACTICAL COMMUNICATION

3.15.01 The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and non-verbal cues).

Reference: LD 3

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- 3.15.02 The trainee shall identify the benefits of tactical communication including:
 - A. Enhanced safety (reduces likelihood of physical confrontation and injury)
 - B. Enhanced professionalism (decreases citizen complaints, civil liability, personal, and professional stress)

Reference: LD 3

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3.15.03 The trainee shall demonstrate an ability to perform in a calm, professional demeanor while deescalating hostilities or conflicts, when possible (i.e., without resorting to physical force).

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- 3.15.04 The trainee shall explain and demonstrate the ability to use deflection techniques in response to verbal abuse. Every word that follows "but" is professional language that is goal directed. Examples include:
 - A. I appreciate that, but I need to see your driver's license.
 - B. I understand that, but I need you to sign the citation.

Reference: LD 3

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- 3.15.05 Given a scenario or an actual incident involving an uncooperative subject(s), the trainee shall be able to generate voluntary compliance using the 5-step process:
 - A. Ask (Ethical Appeal) The subject is given an opportunity to voluntarily comply being asked to comply
 - B. Set Context (Reasonable Appeal) The "why" questions are answered by the identification or explanation of the law, policy, or rationale that applies to the situation
 - C. Present Options (Personal Appeal) Explain possible options
 - D. Confirm (Practice Appeal) Provides one last opportunity for voluntary compliance; "Is there anything I can say to earn your cooperation at this time?"
 - E. ACT (Take appropriate action)

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HANDLING DISPUTES

- 3.15.06 The trainee shall explain an officer's basic responsibilities at the scene of a dispute. These responsibilities shall minimally include:
 - A. Remaining impartial
 - B. Preserving the peace
 - C. Determining whether or not a crime has been committed
 - D. Conducting an investigation if a crime has been committed
 - E. Providing safety to individuals and property
 - F. Suggesting solutions to the problem
 - G. Offering names of referral agencies
 - H. Considering arrest as a viable alternative if a crime has been committed

Reference: LD 24

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- 1.15.07 The trainee shall identify various social service organizations that are available within the city or county to render assistance in dispute situations. These organizations shall minimally include those dealing with:
 - A. Public health
 - B. Alcohol problems
 - C. Family counseling and child guidance
 - D. Drug problems
 - E. Humane society / SPCA
 - F. Riverside County Dispute Resolution Center 1-(800)-511-1101 & (909) 955-4903

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3.15.08	The trainee shall explain the inherent dangers to an officer who enters the home of a family
	involved in a dispute.

Reference: LD 24

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3.15.09 The trainee shall explain the advantages and disadvantages of separating parties in a dispute and gathering information from them individually.

Reference: LD 24

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3.15.10 The trainee shall explain private person arrest procedures to consider at disputes and shall perform same at an actual incident(s).

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- 3.15.11 The trainee shall assess and explain different techniques to use in given dispute situations. These situations shall minimally include:
 - A. Family disputes
 - B. Neighbor disputes
 - C. Juvenile disputes
 - D. Loud parties

Reference: LD 24, PPM 4.39 & 2.13

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3.15.12 Given an actual incident involving a dispute, the trainee shall assess and handle the dispute in a safe, efficient, reasonable, and discretionary manner.

Reference: LD 24

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CIVIL DISPUTES (including Landlord / Tenant and Labor)

3.15.13 The trainee shall review and explain Department policy on handling landlord / tenant disputes.

Reference: PPM 4.4, LD 24, CA Peace Officers Legal Sourcebook Chapter 15

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- 3.15.14 The trainee shall identify and explain California civil and criminal law and Department procedures applicable to situations that arise from landlord / tenant disputes. These situations shall minimally include:
 - A. Evictions
 - B. Lockouts
 - C. Trespasses
 - D. Confiscation of property

Reference: Civil Code sections 1861a; 1161, 1161a, and 1162; 1946, PPM 4.4, CA PO Legal Sourcebook Chapter 15, LD, LD 24

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3.15.15 The trainee shall review and explain Department procedures on labor / management disputes.

Reference: LD 24, RPD Labor Disputes PowerPoint training, CA PO LSB Ch. 15

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- 3.15.16 The trainee shall explain Department procedures relative to typical policing problems that occur during labor / management disputes. These problems shall minimally include:
 - A. Obstruction of ingress or egress
 - B. Blocking of sidewalks and roadways
 - C. Outside agitators
 - D. Violence and vandalism

Reference: LD 24, LD 6, RPD Labor Disputes PowerPoint training

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3.15.17 The trainee shall explain the role of the small claims court.

The trainee shall explain the Department's "Safe Streets Now!" program.

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3.15.18 Given any situation involving a civil dispute, the trainee shall assess and handle the situation in a safe and effective manner, consistent with Department policy and law.

Reference: CA Peace Officers Legal Sourcebook Chapter 15, PPM 4.4

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REPOSSESSIONS

- 3.15.19 The trainee shall explain the general rules that pertain to the repossession of items. These rules shall minimally include:
 - A. What property is subject to repossession
 - B. Who may make a repossession
 - C. To what lengths a repossessor may go
 - D. When a repossession is complete
 - E. Mandatory notification of local police agency on vehicle repossessions

Reference: CA Peace Officers Legal Sourcebook Chapters 4 & 15, LD 6, LD 24

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FIELD TRAINING PROGRAM

Field Training Program Completion Record / Competency Attestation

FIELD TRAINING PROGRAM COMPLETION RECORD / COMPETENCY ATTESTATION

Trainee Name	D#	Date of Completion
Name of Field Training Officer	Phase Assignment	Phase Training Dates (inclusive) FROM TO
I have been instructed in all items recorde	ed in the Field Training Prog	gram Guide.
Signature of Trainee		Dete
Signature of France		Date
I certify that Officer	as performed competently in completed in a satisfactory tently as a solo patrol officer	manner. I further certify that
Field Training Supervisor Signature		
Fred Training Supervisor Signature	,	Date
Field Training Program Coordinator	Signature	Date
I attest that the above named trainee has sa and is now prepared to perform competent	tisfactorily completed the particle of the par	rescribed Field Training Program
Support Services Division Command	ier	Daie